



The Make-A-Wish Foundation® of East Tennessee

POSITION DESCRIPTION

POSITION: Director of Wish Granting

STATUS: Full Time, Exempt

REPORTS TO: President and CEO

SUPERVISES: Program Coordinator, Interns, and Volunteers

JOB/POSITION SUMMARY:

Responsible for successful implementation and execution of wish-granting activities in the chapter's 36 county territory. Manage, direct, and recruit program staff, interns, and wish-granting volunteers. Contribute to fundraising through stewardship of cash and in-kind donors and by pursuing wish-granting storytelling opportunities with the public, media, and stakeholders.

JOB/POSITION RESPONSIBILITIES:

Wish Fulfillment

- Direct high-quality implementation of services related to the mission of granting wishes to children with critical illnesses.
- Manage direct wish expense budget, including cash and in-kind expenses. Work with other staff to steward all donors including in-kind contributors.
- Identify opportunities to publicize wishes and include donors, volunteers, board members, the press, social media followers, and the public when appropriate. Public and media relations enhance the wish experience, demonstrate the impact of a wish to donors, and attract new supporters and volunteers.
- Maintain wish file integrity and rigorous attention to detail. This includes accuracy and compliance with Make-A-Wish America standards related to program implementation, wish expenses, communication, documentation, and database standards.
- Identify, establish, and manage referral relationships with medical professionals.
- In partnership with development staff, build relationships with businesses, civic groups, individual donors, and other charitable organizations.

Management

- Direct the activities of the Wish Coordinator, make wish assignments, coordinate wishes, and oversees the wish processes.
- Report monthly, quarterly, and at year-end to the Board of Directors, CEO, and Make-A-Wish America. Manage up to ensure the CEO and other staff are aware of wish planning, scheduling, public relations opportunities, roadblocks, and stewardship needs.
- Coach, mentor, motivate, and influence positive action, accountability, and attitudes among program staff, interns, and volunteers.
- Maintain the confidentiality of sensitive information and oversee its use by program staff.

Volunteer Coordination

- Direct program volunteer management, including recruitment and wish-granting training.
- Communicate regularly with volunteers to keep them up to date and motivated.
- Evaluate the effectiveness of the volunteer program and individual volunteers. Celebrate successes and address shortfalls through program changes, re-trainings, or releases.

Qualifications:

- Bachelor's degree.
- Three to five years of experience in a supervisory program/mission-related role in a nonprofit organization with demonstrated skills in community outreach, program administration, volunteer development, team management, and budget oversight. A self-starter with experience launching, evaluating, and improving programs is preferred.
- Motivated by completing processes and following wish-granting policies and guidelines in line with approved procedures. Able to perform tasks in a timely manner while holding others, internal and external constituents, accountable to timelines and requirements.
- Fundraising and stewardship experience including soliciting donations and in-kind products and services. A willingness to be creative in demonstrating the impact of gifts to donors.
- Experience in public and media relations including developing story angles and pitching those to the press.
- Demonstrated skill and comfort in proactively building successful relationships with a wide range of constituents – volunteers, medical professionals, businesspeople, board members, children, and families.
- Effective communicator in face-to-face, written, digital, and public presentation settings. Willing communicator with co-workers, management, board members, and volunteers. Comfortable adjusting communications styles and methods to match audience preferences. Able to have difficult conversations when necessary.
- Strategic planner and decision-maker. Able to remain detail-oriented, overcome obstacles, and prioritize. Forward-thinker able to identify new ways of doing things and ready to adjust to changes in program delivery when/if necessary and directed.